



Sioux Lookout
First Nations
Health Authority

CORONAVIRUS COVID-19

Services Update – COVID-19

April 9, 2020

To keep our First Nation community leadership informed regarding any changes to the services we provide, Sioux Lookout First Nations Health Authority (SLFNHA) aims to provide weekly updates. See below for this week's update:

Primary Care Team Department

The Sioux Lookout Area Primary Care Team (SLAPCT) is continuing to provide limited health services. Many of the services are being supported through Ontario Telemedicine Network, Personal Computer Video Conferencing (PCVC) and telephone consultation. This includes services from our speech language pathologists, kinesiologists, occupational therapists, physiotherapists, dieticians, social workers, mental health specialists and case managers, who are all actively engaged with clients and still taking on new referrals being sent to our team.

Our nurse practitioners continue to support clients in both the Primary Care Team building at 55 Queen Street and the Northern Appointment Clinic. This support is provided either via limited face-to-face or via telephone consultation.

We have revised our psychiatry services to now be done either via Ontario Telemedicine Network, PCVC or via telephone consultation, thus supporting physical distancing and supporting clients with self-isolation.

Developmental Services

Developmental services currently have most staff working remotely from home. They are reaching out to families to cancel face-to-face sessions and providing services via phone and internet.

We are offering pediatric complex care coordination, speech language pathology, occupational therapy, physiotherapy - transitional age youth worker and adult developmental services via phone, Ontario telemedicine network, PCVC and Zoom. Many families were already involved in this service model and it is continuing. There is some difficulty regarding bandwidth.

Our audiology, Northwestern Ontario Fetal Alcohol Spectrum Disorder diagnostic clinic and autism diagnostic hub are on hold at this moment. We are still accepting referrals and contacting families, but assessments are not currently occurring. The staff are working on program projects, which include providing educational material for families and communities.

Client Services Department - JMK1 and JMK2 (hostels)

- The Client Services Department is operating as usual; however, no visitors will be allowed access to the hostels. SLFNHA will be following social distancing guidelines in the hostels, transportation (with a dedicated van for self isolation cases) and food services.
- A COVID-19 Screening Process upon arrival to the hostels has been implemented.
- Hand-washing stations are implemented with increased signage to encourage proper handwashing, sneezing/coughing etiquette and other tips.
- Gloves and masks are available in all guestrooms.
- The domestic kitchen is closed with restricted access for infection control. A breakfast menu is being implemented and other food services are delivered to guest rooms.
- Clients are to report any sudden illnesses related to COVID-19.

JMK1

1. Implemented one wing for self isolation and one wing for quarantine (COVID-19 clients).
2. Corridors, connecting link to hospital are closed
3. On the lower level, we have placed prenatal, dialysis and other clients who need to stay close to the hospital.

Physician Services

Physicians services are continuing within the region. Within the Sioux Lookout Meno Ya Win Health Centre (SLMHC), physicians continue with essential services in the ER, inpatient care, obstetrics and day medicine. All non-essential outpatient appointments located at SLMHC have been discontinued. COVID-19 pathways have been developed and implemented in the flow of work.

Physicians continue to support all northern communities through phone and telehealth support. Regarding community services from physicians, consultation continues amongst community leadership, nursing, the physician and the SLFNHA Medical Director. Support staff continue to be the link between physicians, nursing stations, allied services and patients. This is being done both on and off location. Screening processes for physicians, nurses, staff and essential patient encounters are in place at all locations.

Northern Clinic

The Northern Clinic is operating as usual, with the following restrictions:

- Hours: 9 a.m. to 5 p.m. (closed 12 p.m. to 1 p.m.)
- Escorts are asked to wait outside of the clinic (social distancing guidelines)
- Clients will be screened for symptoms of COVID-19 (not to be alarmed, all clinics have implemented the screening process to stop the spread of COVID-19)

Clients requiring an appointment/contact with their family physician are asked to call the Northern Clinic. They would then be provided with a phone consult appointment, telehealth appointment or potentially on-site appointment with their physician or nurse practitioner.

Approaches to Community Wellbeing (Public Health)

ACW is supporting COVID-19 preparedness and response by:

1. Coordinating COVID-19 response

- ACW's Public Health Physician is coordinating SLFNHA's Regional Response to COVID-19

2. Health Promotion

- Conducted Wawatay radio shows, sent the scripts, and mailed audio files up to communities
- Sharing posts on our Anishinabe Youth Network Facebook page, including Facebook Live events have covered topics such as protection from COVID-19, supporting youth mental health, wearing PPE and the process of calling a help line.
- Edited video message from Elder Emily Greig – Posted on Facebook
- Filming videos on how people are staying healthy and coping during COVID-19

3. Case and Contact Management

- SLFNHA has submitted a request to take on responsibility for the public health management of COVID-19 (case and contact management)
- ACW has revised case and contact management forms for SLFNHA and developed a package for community-based case and contact management teams to use
- Community visit to support case and contact management and clarify roles and responsibilities

4. Tools/Checklists

- Developing tools that can be used at the community-level to provide an easy guide for community workers to follow to protect their health and prevent the spread of disease. This week we have:
 - Emailed a tool on the differences between an N95 mask and a surgical mask, and printing some to mail
 - Emailed a FAQ on how long the virus lives on surface and printing some to mail
 - Developed IPAC standards for assessment centres, quarantine centre, and isolation centres
 - Finalized a tool on who should use PPE
 - Drafted FAQ tool on COVID-19 testing
- Community visit to support identification of assessment site, quarantine site, and isolation site and support planning for set up

5. Maintaining essential services

We continue to provide these essential services:

- Immunization repository
- TB Control
- Harm Reduction supplies

Nodin CFI

Nodin Child and Family Intervention Services is operating during the COVID-19 pandemic, providing mental health services either by phone/Ontario Telehealth Network (OTN) or in-person counselling at our main office. Most of our staff are tele-working effective March 23, 2020 while a selected amount remains at the worksite. Below details each of Nodin's services and how they are supporting clients and communities currently.

Main Reception:

Nodin's main reception continues to operate from our main office in Sioux Lookout, connecting callers to services and staff. The number for reception is 807-737-4011 and toll-free number is 1-800-446-7863.

Intake Service:

Intake continues to operate from our main office in Sioux Lookout. If you have questions about referrals, services, waitlists, etc., please contact our main reception to be transferred to Linda Chikane-Chapman, Intake Manager, or call her directly at 807-737-6142.

Outpatient Mental Health Service:

Nodin runs a Sioux Lookout based Outpatient Mental Health Service (OMHS). This is only a short-term week-long service for those demonstrating high risk behaviours causing harm or risk of harm to self/others. Individuals receive intensive counselling, crisis intervention, psychoeducation, safety and discharge planning. Psychology and expressive arts therapists also see clients in OMHS. The practice has been, after receiving referrals, to arrange travel from communities to Sioux Lookout to attend OMHS and/or to see individuals of a more critical nature from Sioux Lookout Meno Ya Win Health Centre following a Medi-Vac and ER assessment.

Due to the pandemic:

Ontario Mental Health Services will no longer arrange individuals to travel from communities to Sioux Lookout. Instead, those on the pending list will be offered intermediate short-term phone/Ontario Telemedicine Network support until we can resume normal practice. Psychologists and Expressive Arts Therapists are connecting to clients by phone/OTN.

- a) Ontario Mental Health Services will continue to accept referrals from Sioux Lookout Meno Ya Win Health Centre following a Med-Vac and ER assessment
- b) In the interim will accept referrals to OMHS from the Sioux Lookout Northern Clinic if an individual has mental health needs that must be addressed and cannot be put on a waitlist.
- c) Individuals accepted into OMHS will be seen for counselling at our main office in Sioux Lookout.

If you have any questions please contact our main reception to be transferred to either Linda Chikane-Chapman, Intake Manager, or Christine Morellato, Clinical Manager of Ontario Mental Health Services.

Crisis Response Program

This program provides crisis intervention and support to immediate families impacted by tragic incidents occurring within their family unit (e.g. suicide, homicide, tragic accidents etc.). Usual practice has been to send volunteer crisis teams and crisis workers to communities upon community request.

This practice has changed until further notice. No volunteer crisis teams will be sent to communities and contractual counsellors or cultural workers will only be considered if requests come directly from Chief and Council. Our Crisis Response Program Supervisor and Coordinator will offer community Crisis Coordinators telephone support, connect with partners, and will help with regional response team planning. If you have questions you can call Vicki Hartnett, Crisis Response Program Supervisor, at (c) 807-738-0653.

Travelling Mental Health Counsellors

Usual practice has been for Mental Health Counsellors to travel into assigned communities to provide counselling. Until further notice, due to the pandemic, we are not sending travelling counsellors to communities. Instead, these counsellors are tele-working, and connecting with their clients to provide telephone/OTN counselling. If a file is not open with us, a referral must be forwarded to intake.

Youth School Counsellors

Nodin has 4 Youth School Counsellors, two who provide counselling on site at Sioux North High School and two who provide counselling on site at Pelican Falls First Nations High School. Due to both schools being closed, these counsellors are tele-working, and connecting with their clients to provide telephone/OTN counselling. If a file is not open with us, a referral must be forwarded to intake.

Children's Mental Health and Addictions Workers

Nodin has community-based Children's Mental Health and Addiction Workers (CMHAWs) in only some of the communities. They are teleworking, providing mental health counselling to their clients by phone and only seeing clients of an urgent nature. They are also helping their communities in areas of need. If a file is not open with us, a referral must be forwarded to intake.

On-Call Service

Nodin CFI On-Call Worker(s) provides phone monitoring outside regular office hours for a period of seven days: Monday to Friday from 4:30 p.m. to 8:30 a.m. and 24 hours on weekends and statutory holidays. This service is only available to clients currently attending the Outpatient Mental Health Service and who have been internally identified as needing this support. Nodin CFI On-Call Workers do not respond to any new referrals, including those of high acuity, received outside regular office hours or on weekends and statutory holidays. Other responsibilities include responding to community crisis.

More Information (Monday- Friday 8:30-4:30)	After hours/ Weekends and Holidays:
Linda Chickane-Chapman	On-Call Worker
Intake Manager	807-737-9257
807-737-6142	

Traditional Healing

Our Traditional Coordinator, Tom Chisel, is tele-working. He will not be travelling to communities nor will the contractual traditional healers be travelling into communities at this time. Requests for other traditional healing in Sioux Lookout will be assessed on a case by case basis. If you have to reach Tom, you can email him at Tom.Chisel@slfnha.com

Human Resources

The Human Resources Department is fully functional following the SLFNHA's COVID-19 policies during the pandemic. Human Resources employees, including the Human Resources Managers and Advisors from each department are working virtually from home. Onboarding is being done as required in our boardroom to ensure the social distancing space is respected and interviews are being conducted over the phone as much as possible. Porter duties will continue during this time.

Stay tuned for more updates. Visit our Community Regional Response Team (CRRT) Facebook group at <https://www.facebook.com/groups/SLFNHA.CRRT>.